



INTRODUCTION – VISITING SHOW HOMES

As house builders return to work, it is clear that rigorous protocols need to be adopted to ensure the protection of employees and customers.

In addition, sales & marketing suites operating during the coronavirus (Covid-19) pandemic also need to minimise the risk of spread of infection. Below is a summary of our policy's and procedures to keep both staff and visitors to the sales suite safe: Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of coronavirus (Covid-19) should not come to site.

MARKETING SUITE ACCESS AND RULES

- Only booked customer appointments are allowed. If a visitor arrives without an appointment and there is no other customer in the sales office at the time and no appointments booked, then and only then, will the visitor be allowed in, i.e. to take that vacant appointment.
- Only one appointment at a time to ensure social distancing is maintained within the sales complex. A maximum of 2 members of the same household (and no children) will be permitted into the sales office at any one time.
- Customers to only arrive a few minutes before their appointment and to wait in their car until the time of their appointment.
- Customers will be asked to wash hands/use the sanitiser provided upon entering and when leaving the sales office. We will ensure that customers are able to wash their hands or sanitise them when attending site.
- Please be advised that customers will not have to touch any surfaces and doors will be opened for them, or will remain open, to ensure easy and safe viewing, whilst maintaining social distancing at all times.
- During the appointment one metre social distancing requirements will be agreed and maintained. Whilst the customer can walk around the Sales Suite, they should not enter the sales advisor's one metre space.
- Upon welcoming customers to their appointment, there will be a clear but brief explanation of how the appointment will flow. This is to be followed to ensure both parties are at ease with the situation and understand what is expected of them. **FAILURE TO FOLLOW PROCEDURES WILL MEAN THE VISITOR WILL BE ASKED TO LEAVE.**
- No documentation – e.g. brochures, plans, hand-outs, reservation paperwork and identification - to be directly exchanged between employees and customers. These can be sent to customers digitally. However, if this is not possible, we will produce made up packs that can be left in a certain place for customers.
- Reservation payments can be taken via bank transfers or online banking and ID authentication can be sent digitally as long as we have physically seen the buyers
- Customers can be sent documents digitally or by email for signature and returned by email; or customers to confirm by email that they have read and are in agreement with the documents.
- If a signature is required and cannot be obtained digitally documents could be printed and, using safe distancing, left somewhere for the customers to sign without touching them. Customers would need to be provided with a new pen or asked to bring their own. Documents can then be scanned and sent to the customer via email.

WHILST WE WILL ENDEAVOR TO MAKE EVERYTHING AS SAFE AND CLEAN AS POSSIBLE IN OUR SHOW HOMES AND SALES AREAS AND ALL SOCIAL DISTANCING GUIDELINES WILL BE OBSERVED. IF YOU CHOOSE TO VISIT THE SALES CENTRE OR SHOW HOME YOU DO SO AT YOUR OWN RISK. HOWEVER, WE ASK YOU TO BE PATIENT AND FOLLOW THE RULES THAT WE HAVE CAREFULLY PUT IN PLACE FOR YOUR OWN AND OUR STAFFS SAFETY.